

Raquel J. Webster Senior Counsel

April 24, 2020

BY HAND DELIVERY AND ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888

RE: Docket 4770 – Application of The Narragansett Electric Company d/b/a National Grid for Approval of a Change in Electric and Gas Base Distribution Rates

<u>Low-Income Monthly Report – March 2020</u>

Dear Ms. Massaro:

On behalf of National Grid,¹ I have enclosed one original and nine copies of the Company's Revised Low-Income Monthly Report for March 2020 in the above-referenced docket.

The enclosed report includes a glossary, which includes a column for mapping to the other monthly reports that the Company currently submits to the PUC. In addition, the Company updated the report at line 1.b to include only final accounts that have outstanding balances. Previously, the report included all accounts with a final status even if the accounts did not have outstanding balances. This change was made retroactive to August 2019.

Per the PUC's request, the Company is providing the attached report on 11 x 17 paper.

Thank you for your attention to this matter. If you have any questions, please contact me at 781-907-2121.

Very truly yours,

Raquel J. Webster

Enclosure

cc: Docket 4770 Service List Linda George, Division John Bell, Division Al Mancini, Division Christy Hetherington, Esq. Leo Wold, Esq.

¹ The Narragansett Electric Company d/b/a National Grid (National Grid or the Company).

Glossary

	OTHER REPORTS - MAPPING		DATA SOURCE	CIACCADY
	OTHER REPORTS - IMAPPING		DATA JOURCE	GLOSSARY
		General Residential Number of Residential Accounts, includes discount rate and AMP accounts (Active and		
1		Final)	Calculated	Line 1.a + 1.b Number of accounts that are (1) service accounts, (2) in an "active" or "pending final" status, and (3) coded "R" in the 02/01 billing account table in the
1.a	Credit and Collections Activity Report line 1	·	CCAE Query	CD-RES-COMM field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-COMM will be set to 'C' regardless of the rate class. Thus, churches are not included in this residential reporting. Number of accounts that are (1) service accounts, (2) in an "final" status, and (3) coded "R" in the 02/01 billing account table in the CD-RES-COMM
1.b		·	CCAE Query	field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-COMM will be set to 'C' regardless of the rate class. Thus, churches are not included in this residential reporting.
2	Credit and Collections Activity Report line 2	Total Billed, does not include ESCO Average active residential account bill (line 2 / line 1.a)	Page Center Rpt (NECO RP 82) Calculated	Dollars billed to residential accounts in the reporting month, excluding ESCO commodity charges Line 2 divided by Line 1.a
Δ	neport line 2	Total Receipts	PageCenter Rpt CN778	All payments for Active and Non-Active Accounts- 60/40 allocation
5			Calculated Calculated	Sum of lines 6 and 7 Sum of lines 6.a through 6.f
6.a			CCAE Query	Number of standard active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly)
6.b		Infant	CCAE Query CCAE Query	Number of standard active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant) Number of standard active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note
6.c		Handicapped		that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities. Number of standard active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare). Note: CHC code 35 is
6.d 6.e		Welfare Unemployed	CCAE Query CCAE Query	not used in practice, as all welfare is by definition low income. Number of standard active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed)
6.f		Seriously ill	CCAE Query	Number of standard active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code
7		Number of Low-Income Accounts Protected	Calculated	Sum of lines 7.a through 7.f
7.a		Elderly	CCAE Query	Number of low-income active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly)
7.b		Infant	CCAE Query	Number of low-income active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant)
7.c		Handicapped	CCAE Query	Number of low-income active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities.
		Welfare	CCAE Query	Number of low-income active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare).
7.d		Unemployed	CCAE Query	Note: CHC code 35 is not used in practice, as all welfare is by definition low income. Number of low-income active accounts coded Unemployed under collection handling codes 39 (Low income Unemployed) or 33 (Unemployed)
7.e			CCAE Query	Number of low-income active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code
7.f		Delinquency (Includes Active and Pending final accounts)		The state of the s
8		Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated	Line 8.a + 8.b
8.a 8.b			CCAE Query CCAE Query	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA
8.0		Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of	Calculated	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA
9 9.a		a bill Dollar Value of accounts reported above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA
9.b		Dollar Value of accounts reported above without an active DPA Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a	CCAE Query	Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA
10		bill	Calculated	Line 10.a + 10.b
10.a 10.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA
11		Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a hill	Calculated	Line 11.a + 11.b
11.a		Dollar Value of accounts reported above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA
11.b		Dollar Value of accounts reported above without an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA
12			Calculated	Line 12.a + 12.b
12.a 12.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA
13		Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 13.a + 13.b
13.a		Dollar value of accounts reported on above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA
13.b 14		Total Number of delinquent accounts	Calculated	Line 14.a + 14.b
14.a 14.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	Calculated Calculated	Sum of lines 8.a, 10, a, and 12.a Sum of lines 8.b, 10.b, and 12.b
15		Total Dollar Value of delinquent accounts	Calculated	Line 15.a + 15.b
15.a 15.b		Dollar Value of accounts reported above that have an active DPA Dollar Value of accounts reported above without an active DPA	Calculated Calculated	Sum of lines 9.a, 11, a, and 13.a Sum of lines 9.b, 11b, and 13b
16		Total Dollar Value of current accounts Total Active and Pending Final A/R	CCAE Query Calculated	Dollar value of accounts with oldest arrears aged less than 30 days
17		Collection Agencies	Calculated	Line 15 + 16
18		Number of cases referred to collection agencies Payment Plans	Coll Agency Performance Report	Count of unique residential account numbers refered to tier 1 collection agencies
19	DKT 1725 line 7 DKT 1725 line 8	Number of new payments plans, not including AMP	CCAE Query	Count of non-AMP payment plans with a start date in the reporting month
20	UK I 1/25 line 8	Number of payment plans defaulted	CCAE Query CCAE Query	Count of non-AMP payment plans with a status of defaulted and the last status change date within the reporting month The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rule"
21 21.a		Number of active payment agreements Number of Active Step-plan agreements	CCAE Query CCAE Query	payment plans Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2
		Number of Active step-plan agreements Number of Company issued non-Step plans	CCAE Query	Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and no indication that the plan
21.b		Number of regulatory order non-Step plans	CCAE Query	was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan
21.c 21.d		Number of Commission sanctioned "October Rule" payment plans	CCAE Query	was authorized by the Division Count of active non-AMP temporary service restoration payment plans whose terms were most recently outlined in Orders 23697 (and 23786)
22		Number of new budget plans, not including AMP Shut-Offs	CCAE Query	Count of budget plans with a start date in the reporting month
23	DKT 1725 line 6; Credit and Collections Activity Report line 5	Number of Accounts Sent Notice of Disconnection for non-payment	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT include disconnect notice updates.
23 24	DKT 1725 line 1 DKT 1725 line 3; Credit and	Number of Service Disconnections for non-payment	CCAE Query	Count of collection activities of type "CONP" on residential accounts
	Collections Activity Report line	Number of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query	The number of accounts included above with NO a special protection as listed on lines 5 and 6
24.a	7; Terminations and	Number of Service Disconnections for non-payment on accounts WITH a special protection	CCAE Query	The number of accounts included above WITH a special protection as listed on lines 5 and 6
24.b 24.c	Reconnects Report DKT 1725 line 5	Number of Service Disconnections for non-payment in excess of \$1000	CCAE Query	Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect
24.d		Ratio of service disconnections for nonpayment to total Residential Customers	Calculated	Line 24.d divided by line 1.a
25		Average balance of Service Disconnections for non-payment Average balance of Service Disconnections for non-payment on accounts with NO special	CCAE Query CCAE Query	Sum of balances at time of disconnections divided by the number of disconnects The average balance of accounts included above with NO a special protection as listed on lines 5 and 6
25.a	Report Terminations and Reconnects	protection Average balance of Service Disconnections for non-payment on accounts WITH a special		
25.b	Report	protection Restorations	CCAE Query	The average balance of accounts included above WITH a special protection as listed on lines 5 and 6
26		Number of Service Restorations within 7 days of termination	Calculated	Line 26.a + 26.b
26.a	Credit and Collections Activity Report line 8; Terminations and Reconnects Report	Number of Service Restorations within 7 days of termination on accounts with NO special protection	CCAE Query	The number of accounts included above with NO a special protection as listed on lines 5 and 6

Glossary

_	OTHER REPORTS - MAPPING	DATA SOURCE	GLOSSARY
	OTHER REPORTS - WAPPING	DATA SOUNCE	GLOSSANI
	Credit and Collections Activity Number of Service Restorations within 7 days of termination on accounts WITH a special		
2C h	Report line 9, Terminations and protection Reconnects Report	CCAE Query	The number of accounts included above WITH a special protection as listed on lines 5 and 6
26.b 27	Average balance of of service restorations	CCAE Query	Sum of balances at time of restoration divided by the number of restorations
27.a	Terminations and Reconnects Report Average balance of of service restorations on accounts with NO special protection	CCAE Query	The average balance of accounts included above with NO a special protection as listed on lines 5 and 6
	Terminations and Reconnects Average balance of of service restorations on accounts WITH a special protection	CCAE Query	The average balance of accounts included above WITH a special protection as listed on lines 5 and 6
27.b	Report Average duration of service disconnection for Service Restorations within 7 days of	CCAE Query	Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 24 are averaged
28	termination Write-Offs		
29 29.a	Number of Accounts Classified as Written-Off Number of Residential Accounts Classified as Written-Off	Calculated CCAE Query	Line 29.a + 29.b Number of accounts that moved from final to write-off status in the reporting month
29.b	Number of Commercial and Industrisal Classified as Written-Off	CCAE Query	Number of accounts that moved from final to write-off status in the reporting month
30	DKT 1725 row 10 had res and com combined Dollar Value of Accounts Classified as Written-Off	Calculated	Line 30.a + 30.b
30.a	Dollar Value of Residential Accounts Classified as Written-Off	CCAE Query CCAE Query	Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
30.b	Dollar Value of Commercial and Industrisal Classified as Written-Off DKT 1725 row 11 had res and Dollar Value of write-off recoveries	Calculated	Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month Line 31.a + 31.b
31.a	com combined Dollar Value of Residential write-off recoveries	CCAE Query	Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month
31.b	Dollar Value of Commercial and Industrisal write-off recoveries	CCAE Query	Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month
32	Dollar value of NET A/R Write-Offs Com combined Dollar value of NET A/R Write-Offs	Calculated	Line 30 minus line 31.
32.a 32.b	Dollar Value of Residential NET A/R Write-Offs Dollar Value of Commercial and Industrisal NET A/R Write-Offs	CCAE Query CCAE Query	Line 30.a minus line 31.a Line 30.b minus line 31.b
	Low Income Discount Rate		
33 33.a	Number of Low-Income Accounts Number of Accounts (no rider)	CAE Query	Line 33.a + 33.b Number of accounts on a low-income rate and having NO active rider
33.b 34	Number of Accounts (with rider) Percent of customers on the low-income discount	CCAE Query Calculated	Number of accounts BOTH on a low-income rate and having an active rider Line 33 divided by line 1.a
35	Total receipts	CCAE Query	All payments posted to low income accounts during the reporting month
36 36.a	Total receipts paid by LIHEAP Total receipts paid by Regular LIHEAP	CAE Query	Line 36.a + 36.b Subset of line 35 with a source code of Regular LIHEAP
36.b	Total receipts paid by Crisis LIHEAP Total number of customers receiving a LIHEAP payment for the month	CCAE Query CCAE Query	Subset of line 35 with a source code of Crisis LIHEAP
37 38	Total billed	CCAE Query	Number of accounts coded low income to which a LIHEAP payment posted during the reporting month Subset of line 1 attributed to low-income accounts
	Delinquency Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after	Calculated	U 00 001
39	issuance of a bill	Calculated CCAE Query	Line 39.a + 39.b
39.a 39.b	Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Accounts on a low-income rate with oldest debits aged between 30-59 days HAVING an active DPA Accounts on a low-income rate with oldest debits aged between 30-59 days having NO active DPA
40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated	Line 40.a + 40.b
40.a	Dollar value of accounts reported above that have an active DPA	CCAE Query	Dollar value of total A/R on accounts reported in line 39.a
40.b	Dollar value of accounts reported above without an active DPA Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after	CCAE Query Calculated	Dollar value of total A/R on accounts reported in line 39.b line 41.a + 41.b
41 41.a	issuance of a bill Number of accounts reported above that have an active DPA	CCAE Query	Accounts on a low-income rate with oldest debits aged between 60-89 days HAVING an active DPA
41.b	Number of accounts reported above without an active DPA	CCAE Query	Accounts on a low-income rate with oldest debits aged between 60-89 days having NO active DPA
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 42.a + 42.b
42.a 42.b	Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of total A/R on accounts reported in line 41.a Dollar value of total A/R on accounts reported in line 41.b
42.0	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after	Calculated	Line 43.a + 43.b
43.a	issuance of a bill Number of accounts reported above that have an active DPA	CCAE Query	Accounts on a low-income rate with oldest debits aged 90 or older days HAVING an active DPA
43.b	Number of accounts reported above without an active DPA Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after	CCAE Query	Accounts on a low-income rate with oldest debits aged 90 days or older having NO active DPA
44	issuance of a bill	Calculated	Line 44.a + 44.b
44.a 44.b	Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of total A/R on accounts reported in line 43.a Dollar value of total A/R on accounts reported in line 43.b
45 45.a	Total Number of low-income delinquent accounts Number of accounts reported above that have an active DPA	Calculated Calculated	Line 45.a + 45.b Sum of lines 39.a, 41.a and 43.a
45.b	Number of accounts reported above without an active DPA	Calculated	Sum of lines 39.b, 41.b and 43.b
46 46.a	Total Dollar Value of low-income delinquent accounts Dollar value of accounts reported above that have an active DPA	Calculated Calculated	Line 46.a + 46.b Sum of lines 40.a, 42.a and 44.a
46.b	Dollar value of accounts reported above without an active DPA Shut-Offs	Calculated	Sum of lines 40.b, 42.b and 44.b
47	Number of low-income Accounts Sent Notice of Disconnection	CCAE Query	Subset of line 21 attributable to low-income accounts
48	Number of low-income Service Disconnections for Non-Payment Ratio of low-income service disconnections for nonpayment to total low-income	CCAE Query Calculated	Subset of line 22 attributable to low-income accounts Line 48 divided by line 33
49	Residential Customers Restorations		and to direct of mic 33
50	Number of low-income Service Restorations for non-payment	CCAE Query	Subset of line 22 attributable to low-income accounts
51	Average duration of low-income service disconnection for restored accounts	CCAE Query	Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 50 are averaged
52	Write-Off Number of low-income accounts Classified as Written-Off	CCAE Query	Subset of accounts on line 29 that are on a low-income rate
53	Dollar Value of low income accounts classified as written-off	CCAE Query	Subset of line 30 associated with low-income accounts
54 55	Dollar Value of low-income write-off recoveries Dollar value of NET low-income A/R Write-Offs	CCAE Query Calculated	Subset of line 31 associated with low-income accounts Line 53 minus line 54.
56	Arrearage Management Program Number of Accounts (total enrollees in the program)	Pat Murray / Damaris Dominguez	Number of accounts actively on AMP at time of query
57	Percent of low-income customers enrolled on the AMP	Calculated	Line 56 divided by line 33
58 59	Total receipts paid by enrollees Total receipts paid by LIHEAP	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Total CUSTOMER payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query. Total LIHEAP payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query.
60	Total billed to program participants, includes both arrears payment and current bill	Pat Murray / Damaris Dominguez	Total "due" amounts on bills to AMP customers with a billing date in the reporting month. Includes new charges and any due monthly AMP installments.
61	Number of newly enrolled customers	Calculated	Une 61.a + 61.b
61.a	Number of newly enrolled customers: not associated with service restoration	Pat Murray / Damaris Dominguez	Number of AMP agreements with a start date in the reporting month that had NOT experienced a service termination immediately prior to enrollments
61.b	Number of newly enrolled customers: associated with service restoration	Pat Murray / Damaris Dominguez	Number of AMP agreements with a start date in the reporting month that HAD experienced a service termination immediately prior to enrollments
62	Number of customers exited the program	Calculated	Line 62.a + 62.b
62.a 62.b	Number of customers exited the program by default Number of customers exited the program by cancellation	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Number of AMP agreements with an end date in the reporting month and a status of defaulted Number of AMP agreement with an end date in the reporting month and a status of cancelled
63	Number of customers successfully completing a 12-month program Number of customers successfully completing a 12-month program with remaining	Calculated	Line 63.a + 63.b
63.a	arrears	Pat Murray / Damaris Dominguez	Number of AMP agreement with an end date in the reporting month and a status of completed with arrears remaining on the account
63.b	Number of customers that have fully completed the program with full pay-down to zero arrears	Pat Murray / Damaris Dominguez	Number of AMP agreement with an end date in the reporting month and a status of completed and no arrears remaining on the account
64	Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill	Pat Murray / Damaris Dominguez	Subset of line 55 having arrears aged 60 days or greater
c=	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	Pat Murray / Damaris Dominguez	Total A/R on the accounts reported in line 63
66	Number of AMP program participants receiving LIHEAP Percent of AMP customers receiving LIHEAP payments	Pat Murray / Damaris Dominguez	Number of accounts actively on AMP at time of query with at least one LIHEAP-sourced payment in the reporting month
00		Calculated	Line 66 divided by line 56

		Mar-1	ıa I	Apr-19	0	May-1	10	Jun-19	n 1	Jul-1	0	Aug-1	10	Sep-1	٥	Oct-1	a 1	Nov-1	٥ ا	Dec-1	a .	Jan-2	on I	Feb-20	
		Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas		Gas
	General Residential																								
1	Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)											444,682	247,759	451,227	255,850	449,745	255,322	451,474	256,915	462,854	263,296	450,512	257,018	450,309	256.801
1.a	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts											433,895	241,601	440,070	249,571	440,543	250,224	441,292	251,208	441,787	251,875	442,083	251,969	442,291	252,069
1.b	Number of FINAL Residential Accounts, includes discount rate and AMP accounts											10,787	6,158	11,157	6,279	9,202	5,098	10,182	5,707	21,067	11,421	8,429	5,049	8,018	4,732
2	Total Billed, does not include ESCO	\$51,089,204	46,811,514	\$41,601,667 \$	31,706,434	\$39,854,921	\$20,929,975	\$40,888,418 \$	12,670,677	\$55,944,884	\$8,837,403		\$8,740,623		\$8,895,904	\$41,340,505	.,,	\$41,385,355 \$		\$50,576,624		\$60,515,378		\$48,129,743 \$3	-,,
3	Average active residential account bill (line 2 / line 1.a) Total Receipts	\$28,493,266 \$	^10 00F F11	\$26,755,659 \$	17 027 100	\$22,088,232	^1 4 72F 400	\$17,602,984 \$	11 725 222	\$19,717,396	¢12.144.021	\$161.58 \$22.527.664	\$36.18 \$15,018,443	\$123.27 \$21.689.911 \$	\$35.64	\$93.84 \$20,350,515	\$43.72	\$93.78 \$17,089,396 \$	\$78.36	\$114.48 \$21.102.488	\$141.23	\$136.89 \$24.069.568	\$183.88	\$108.82 \$25.677.600 \$13	\$154.38
5	Total Number of Accounts Protected through SPECIAL PROTECTIONS	\$28,493,266 \$	0 18,995,511	\$26,755,659 \$	17,837,106	\$22,088,232 8,160	5,020	\$17,602,984 \$ 8,179	5,034	\$19,/17,396	\$13,144,931 0	6,758	315,018,443 4,258	6,932	4,392	6,898	4.381	6,932	4,404	6,698	4,253	524,069,568	4,283	6,706	4,249
6	Number of Standard Accounts Protected	0	0	0	0	5,720	3,482	5,744	3,482	0	0	3,783	2,275	3,888	2,360	3,899	2,473	3,911	2,583	3,970	2,535	4,008	2,569	3,875	2,468
6.a	Elderly					1,972	1,319	2,007	1,350			1,059	733		761	1,090	764	1,092	791	1,029	733	1,060	753	1,012	711
6.b	Infant					850	644		587			311	200		194	304	218	307	234	325	224	329	222	307	216
6.d	Handicapped Welfare					1,487 0	832	1,491 1,420	841 695			464 0	227	522 0	257 0	482 0	267	496 0	282	287	157	287 0	165	293	175
6.e	Unemployed					21	9	0	1			17	5	18	5	18	5	14	4	13	5	13	5	13	5
6.f	Seriously ill					1,390	677	21	8			1,932	1,110	1,967	1,143	2,005	1,219	2,002	1,272	2,316	1,416	2,319	1,424	2,250	1,361
7	Number of Low-Income Accounts Protected	0	0	0	0	2,440	1,538	2,435	1,552	0	0	2,975	1,983		2,032	2,999	1,908	3,021	1,821	2,728	1,718	2,723	1,714	2,831	1,781
7.a 7.b	Elderly Infant					681 528	416 426	700 494	441 403			785 414	505 336	800 422	529 349	778 408	508 332	794 409	489 317	714 349	451 286	727 326	463 272	764 325	496 261
7.c	Handicapped					760	464	761	467			494	294		323	530	304	547	302	307	166	319	168	347	177
7.d	Welfare					0	1	467	237			0	0	0	0	0	0	0	0	0	0	0	0	0	0
7.e	Unemployed	ļ				14	4	0	1			3	2	3	2	3	2	3	1	2	1	1	1	1	1
7.f	Seriously ill					457	227	13	3			1,279	846	1,300	829	1,280	762	1,268	712	1,356	814	1,350	810	1,394	846
	Delinquency (Includes Active and Pending final accounts) Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a																								
8	bill	41,250	27,875	44,019	27,307	38,185	21,471	34,568	17,489	40,596	18,941	44,083	17,630	46,110	16,909	56,358	24,930	44,178	22,606	56,469	33,969	36,027	23,551	43,126	26,761
8.a	Number of accounts reported above that have an active DPA	1,533	1,401	1,507	1,117	1,233	560	1,178	534	1,352	444	1,759	301	2,253	332	1,369	291	888	361	727	468	1,163	901	1,367	1,003
8.b	Number of accounts reported above without an active DPA	39,717	26,474	42,512	26,190	36,952	20,911	33,390	16,955	39,244	18,497	42,324	17,329	43,857	16,577	54,989	24,639	43,290	22,245	55,742	33,501	34,864	22,650	41,759	25,758
0	Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance	\$12 520 405	\$12 174 545	\$12.202.000	11 022 102	\$9,946,998	\$7 147 014	\$8,181,828	\$4 602 270	\$0,000,527	\$2 E22 070	\$12.120.520	\$2 502 174	\$12 657 300	\$2.242.004	\$14 969 415	\$2.725.052	\$10.225.075	\$2.075.205	\$12.675.250	\$6.226.127	\$11 160 720	\$7,400,350	\$13.361.510 \$	0 219 920
9 9.a	of a bill Dollar Value of accounts reported above that have an active DPA	\$13,529,105 \$ \$2,576,732			\$1,923,198 \$1,990,426		\$1,138,851		\$4,603,370	\$9,080,527	\$825,258	\$12,130,526 \$2,400,333	\$553,675	\$13,657,269 \$2,812,617	\$509,649	\$14,868,415 \$2,668,908	\$498,633	\$10,335,975 \$1,957,334	\$469,971	\$12,675,258	\$6,226,127 \$646,023	\$11,168,730 \$1,872,662	\$898,110	1 -7 7 1	1,184,432
9.b	Dollar Value of accounts reported above without an active DPA	\$10,952,373 \$			\$9,932,772		\$6,009,063	\$6,128,274			\$2,707,722		\$1,948,496		\$1,733,013	\$12,199,507			\$2,605,314		\$5,580,104		\$6,590,240	\$11,096,562 \$	
	Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a																								
10	bill	15,728	11,360	17,120	13,311	17,770	12,604	15,625	9,951	14,240	7,978	15,370	7,863	15,635	6,667	23,791	8,414	20,046	8,068	21,424	10,025	14,539	8,187	14,835	9,692
10.a 10.b	Number of accounts reported above that have an active DPA	2,512 13,216	2,089 9,271	2,538 14,582	2,279 11,032	2,647 15,123	1,749 10,855	2,309 13,316	1,421 8,530	2,042 12,198	1,000 6,978	2,210 13,160	737 7,126		571 6,096	3,359 20,432	537 7,877	2,350 17,696	580 7,488	1,480 19,944	558 9,467	1,604 12,935	847 7,340	1,973 12,862	1,354 8,338
10.0	Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance	13,210	3,271	14,382	11,032	13,123	10,833	13,310	8,550	12,136	0,378	13,100	7,120	12,936	0,030	20,432	7,677	17,030	7,400	13,344	3,407	12,333	7,340	12,802	8,338
11	of a bill	\$7,291,028	\$5,765,630	\$7,670,920	\$7,288,436	\$7,100,935	\$6,425,395	\$5,640,056	\$4,927,566	\$4,748,728	\$3,212,244	\$4,772,461	\$2,207,517	\$5,259,781	\$1,492,539	\$7,883,002	\$1,563,741	\$6,756,471	\$1,505,311	\$6,552,839	\$2,007,103	\$5,360,947	\$2,682,279	\$6,269,076 \$	4,060,081
11.a	Dollar Value of accounts reported above that have an active DPA		\$1,236,456		\$1,698,712		\$1,357,967		\$1,482,891	\$1,642,758	\$946,421	\$1,600,868	\$641,293	\$1,719,735	\$429,582	\$2,424,288	\$434,421	\$1,991,246	\$344,016	\$1,655,276	\$404,978	\$1,275,983	\$474,936		\$711,974
11.b	Dollar Value of accounts reported above without an active DPA	\$5,329,879	\$4,529,174	\$5,482,385	\$5,589,725	\$4,636,777	\$5,067,428	\$3,601,148	\$3,444,675	\$3,105,970	\$2,265,823	\$3,171,593	\$1,566,224	\$3,540,047	\$1,062,957	\$5,458,714	\$1,129,320	\$4,765,225	\$1,161,294	\$4,897,563	\$1,602,125	\$4,084,964	\$2,207,343	\$4,775,391 \$	3,348,106
12	Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	43.169	26.616	43.174	28.641	42.612	27,186	42.482	31.575	41.638	32.162	38.757	31,643	37,711	30.891	40.081	30,560	43.538	28.057	49,222	28,828	45,751	26,071	42.900	23,843
12.a	Number of accounts reported above that have an active DPA	10,302	4,986	11,024	6,100	14,009	5,253	14,579	9,259	13,561	8,923	12,457	8,693	11,898	8,185	12,667	7,908	12,288	6,144	12,123	5,576	9,990	4,210	9,372	3,851
12.b		32,867	21,630	32,150	22,541	28,603	21,933	27,903	22,316	28,077	23,239	26,300	22,950	25,813	22,706	27,414	22,652	31,250	21,913	37,099	23,252	35,761	21,861	33,528	19,992
	Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a hill	400 044 754 4		404 455 400 4		404 504 000		404 500 705 4		404 005 745	40	400.000.000		407 555 005		400 004 554		400 400 000 4		400 -00 00 0	*** *** ***	400.000.000	440 000 000	404 500 000 441	
13.a	Dollar value of accounts reported on above that have an active DPA	\$30,344,764 \$ \$5,268,359	\$2,362,491		\$3.066.701	\$31,684,900 \$	\$2,167,230	\$31,628,795 \$ \$9.017.675	\$5.186.074	\$31,006,715 \$8,201,647	\$4,975,398		\$4,286,818 \$4.870.813		\$4,495,601		\$4.325.333	\$30,109,208 \$	\$3,525,711	\$32,787,057 \$	\$3.314.300		\$2,546,223	\$31,632,079 \$1 \$4,990,057 \$3	2.177.028
13.b	Dollar value of accounts reported above without an active DPA	\$25,076,405 \$	1 / / -	1 - 7 7	17,449,694	\$23,058,322	. , . ,	\$22,611,120 \$	1 - , , -	1 - 7 - 7 -	\$19,601,165	\$21,291,443	1 //-	\$20,601,435 \$	1 ,,	\$20,982,140	. ,,	\$23,124,035 \$	1 - / /	1 - 7 7	\$16,785,583	\$26,982,372	. , ,	\$26,642,022 \$1	, , ,
14	Total Number of delinquent accounts	100,147	65,851	104,313	69,259	98,567	61,261	92,675	59,015	96,474	59,081	98,210	57,136	99,456	54,467	120,230	63,904	107,762	58,731	127,115	72,822	96,317	57,809	100,861	60,296
14.a	Number of accounts reported above that have an active DPA	14,347	8,476	15,069	9,496	17,889	7,562	18,066	11,214	16,955	10,367	16,426	9,731	16,828	9,088	17,395	8,736	15,526	7,085	14,330	6,602	12,757	5,958	12,712	6,208
14.b 15	Number of accounts reported above without an active DPA Total Dollar Value of delinquent accounts	85,800 \$51,164,897 \$	57,375 36,166,406	89,244 \$52,430,504 \$	59,763 39,728,030	80,678 \$48,732,833	53,699 \$33,949,911	74,609 \$45,450,679 \$	47,801	79,519 \$44,835,970	48,714	81,784 \$45,725,656	47,405 \$28,996,506	82,628 \$46.472.956 \$	45,379	102,835 \$50,972,969	55,168	92,236 \$47.201.654 \$	51,646	\$52,015,153	66,220	83,560 \$48,922,014	51,851	\$8,149 \$51,262,666 \$3	54,088
15.a	Dollar Value of accounts reported above that have an active DPA		\$5.544.071		\$6,755,839		\$4.664.049		\$7,763,115	\$11,935,145	\$6,747,076		\$6,065,781	1 -7 / 1	\$5,434,832		\$5,258,387	. , . ,	\$4,339,699		\$4.365.300		\$3,919,269		4,073,434
15.b	Dollar Value of accounts reported above without an active DPA	\$41,358,657 \$	30,622,335	\$41,465,792 \$	32,972,190	\$35,271,082	\$29,285,863	\$32,340,543 \$	25,654,075	\$32,900,825	\$24,574,709	\$34,193,230	\$22,930,725	\$34,986,133 \$	21,412,633	\$38,640,360	21,119,162	\$36,267,901 \$	20,733,891	\$41,636,124	\$23,967,812	\$40,363,405	\$25,342,057	\$42,513,975 \$2	7,250,110
16	Total Dollar Value of current accounts	\$39,869,600 \$, ,	\$32,841,103 \$3		\$30,046,363		\$34,681,023 \$	-, -,		\$7,520,756		\$7,791,631		\$8,453,432		\$7,983,180	\$33,289,037 \$	-, -, -	\$35,498,526		\$46,247,554	1 - / /	\$39,209,892 \$2	-
17	Total Active and Pending Final A/R Collection Agencies	\$91,034,497 \$	0,145,107	\$85,271,607 \$	61,615,626	\$78,779,197	47,939,447	\$80,131,702 \$	44,143,522	\$87,411,842	\$38,842,541	\$97,211,024	\$36,788,137	\$90,332,173 \$	35,300,897	\$81,051,825	34,360,729	\$80,490,691 \$	41,513,734	\$87,513,680	49,382,891	\$95,169,569	\$61,222,920	\$90,472,558 \$5	3,/10,022
18	Number of cases referred to collection agencies	1,546	1,019	1,821	1,220	2,014	1,367	2,093	1,128	2,862	1,641	2,474	1,625	2,055	1,329	2,522	1,572	2,214	1,351	2,138	1,333	1,770	1,099	1,495	1,035
	Payment Plans				,	,:	,	,,,,,	,	/	,	,	.,	,,,,,,	,,,,,,	,,	,	,			,		,		
19	Number of new payments plans, not including AMP	5,001	3,784	5,342	4,035		5,284		3,378	5,079	2,998	5,391	2,627		2,235	6,212	2,394	3,831	1,628	3,644	1,834	4,149	2,429	3,579	2,326
20 21	Number of payment plans defaulted Number of active payment agreements	3,011	1,786	3,865	2,432	3,949	2,532	4,274	2,633	5,760	3,298	4,836 8,709	2,526 4,887		2,501 5,370	4,966 12,142	2,297 5,338	4,577 11,408	2,220 4,850	5,152 8,758	2,393 3,868	4,251 9,174	2,257 4,334	3,116 8,416	1,630 4,281
21.a	Number of active payment agreements Number of Active Step-plan agreements	 	-			-						6,782	4,887		4,515	8,955	4,065	7,501	3,160	5,121	2,170	5,905	2,904	5,724	3,146
21.b												1,446	584		692	2,715	1,122	3,557	1,579	3,452	1,635	3,106	1,377	2,536	1,081
	Number of regulatory order non-Step plans	ļ					-					203	67		86	265	89	222	65	158	50	142	43	142	46
21.d 22	Number of Commission sanctioned "October Rule" payment plans	1	-	1,794	1 310	2,414	1 252					278	85		77	207 1,937	62	128	46 687	27 1,389	13	21 1,842	10	1,380	8
22	Number of new budget plans, not including AMP Shut-Offs			1,/94	1,218	2,414	1,352					2,075	929	2,021	961	1,937	951	1,225	687	1,389	1,007	1,842	1,258	1,380	883
23	Number of Accounts Sent Notice of Disconnection for non-payment	30,581	22,995	43,335	33,969	46,531	37,843	38,774	31,725	40,510	30,389	40,500	26,909	42,031	23,604	47,744	25,480	26,772	14,763	31,872	18,915	35,614	24,060	25,445	18,962
24	Number of Service Disconnections for non-payment	1	19	705	181		244		512	1,571	282	2,470	480	2,394	525	1,522	271	2	1	0	0	0	0	10	52
	Number of Service Disconnections for non-payment on accounts with NO special					2 - 62		2.525		. =0.0				2 2 2 2	= -		2.5	_		•	_		_		
24.a	protection Number of Service Disconnections for non-payment on accounts WITH a special	1	19	705	181	2,569	237	2,635	494	1,536	279	2,416	463	2,350	510	1,491	266	2	1	0	0	0	0	10	52
24.b	protection	0	0	0	0	88	7	66	18	35	3	54	17	44	15	31	5	0	0	0	0	0	0	0	0
24.c	Number of Service Disconnections for non-payment in excess of \$1000	1	15	335	92	1,365	139		273	445	143		233	472	231	359	132	0	0	0	0	0	0	6	32
	Ratio of service disconnections for nonpayment to total Residential Customers											0.6%	0.2%		0.2%	0.3%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
25	Average balance of Service Disconnections for non-payment	\$1,544	\$1,754	\$1,348	\$1,223	\$1,474	\$1,786	\$1,152	\$1,563	\$933	\$1,428	\$878	\$1,463	\$851	\$1,357	\$897	\$1,497	\$588	\$671	\$0	\$0	\$0	\$0	\$1,864	\$1,747
25.a	Average balance of Service Disconnections for non-payment on accounts with NO special protection	\$1,544	\$1,754	\$1,348	\$1,223	\$1,449	\$1,793	\$1,117	\$1,534	\$925	\$1,436	\$857	\$1,436	\$850	\$1,335	\$869	\$1,470	\$588	\$671	\$0	ŚN	\$0	ŚO	\$1,864	\$1,747
	Average balance of Service Disconnections for non-payment on accounts WITH a special		Ţ=,,S,	+-,5.10	7-,223	+-,	+-,,,,,	7-,227	Ţ-,55Ŧ	7323	Ţ-, .SO	+557	,.50	+000	+-,555	+ 505	+-,.,0	+300	+0.1	Ψ.	ΨŪ	Ψ.	-	r-/	
25.b	protection	\$0	\$0	\$0	\$0	\$2,209	\$1,557	\$2,559	\$2,346	\$1,307	\$692	\$1,794	\$2,186	\$931	\$2,111	\$2,241	\$2,955	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

		Mar-1	19	Apr-19	, 1	May-19	, I	Jun-1	9	Jul-1	19	Aug-1	9	Sep-1	19	Oct-1	, I	Nov-1	19	Dec-19	9	Jan-2	20	Feb-2	20
		Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
2.5	Restorations		4.0			1.000	470	4.000	244	4.450	446	1.000	205	1.000	0.57		455								2.5
26	Number of Service Restorations within 7 days of termination Number of Service Restorations within 7 days of termination on accounts with NO	1	19	576	92	1,993	179	1,926	211	1,159	116	1,969	285	1,869	267	1,267	157	1	1	0	0	0	0	8	36
26.a	special protection	1	19	576	92	1,921	173	1,867	199	1,125	113	1,920	274	1,828	254	1,237	152	1	1	0	0	0	0	8	36
	Number of Service Restorations within 7 days of termination on accounts WITH a special																								
26.b	protection	0	0	0	0	72	6	59	12	34	3	49	11	41	13	30	5	0	0	0	0	0	0	0	0
27 27.a	Average balance of of service restorations Average balance of of service restorations on accounts with NO special protection	\$0	\$1,718	\$875	\$729	\$813	\$1,512	\$575	\$704	\$481	\$863	\$454	\$974	\$444	\$861	\$628	\$1,141	\$610	\$604	\$0	\$0	\$0	\$0	\$977	\$1,442
27.b	Average balance of of service restorations on accounts WITH a special protection	\$0	\$1,718	\$0	\$0	\$1,978	\$1,512	\$2,112	\$2,415	\$1,438	\$707	\$1,694	\$1,572	\$893	\$2,269	\$2,058	\$2,921	\$0	\$0	\$0 \$0	\$0	\$0	\$0	\$0	\$0
	Average duration of service disconnection for Service Restorations within 7 days of			•														•					·		
28	termination			1.2	3.9	3.2	1.0					1.0	2.0	1.0	3.0	1.0	3.0	1.0	1.0	0.0	0.0	0.0	0.0	1.0	1.0
20	Write-Offs Number of Accounts Classified as Written-Off	1,407	1,016	1,382	904	1,568	1,021	1,511	1,028	1,818	1,262	2,242	1,281	2,225	1,451	1,966	1,409	1,728	1,086	1,927	1,238	2,148	1,319	1,738	1,102
29.a	Number of Accounts Classified as Written-Off Number of Residential Accounts Classified as Written-Off	1,407	954	1,260	850	1,430	951	1,311	967	1,665	1,162	2,098	1,205	2,108	1,451	1,845	1,335	1,605	1,040	1,811	1,188	2,148	1,250	1,750	1,102
29.b	Number of Commercial and Industrisal Classified as Written-Off	121	62	122	54	138	70	127	61	153	100	144	76	117	86	121	74	123	46	116	50	140	69	188	62
30	Dollar Value of Accounts Classified as Written-Off	\$957,312	\$652,544	\$1,122,982	\$601,058	\$1,085,038	\$749,441	\$1,263,403	\$878,526	\$1,409,604	\$987,541		\$1,130,439		\$1,334,254		\$1,130,088	\$1,380,296	\$944,854	\$1,186,764	\$876,905	\$1,404,211	\$907,733	\$1,566,865	\$874,146
30.a 30.b	Dollar Value of Residential Accounts Classified as Written-Off Dollar Value of Commercial and Industrisal Classified as Written-Off	\$803,188 \$154,124	\$612,857 \$39.687	\$961,612 \$161,370	\$570,666 \$30.392	\$906,437 \$178,600	\$700,072 \$49,369	\$1,075,263 \$188.140	\$805,121 \$73.405	\$1,152,987 \$256.617	\$883,491 \$104,051	\$2,233,917 \$264,725	\$889,526 \$240.913	\$1,802,885 \$206.666	\$1,248,536 \$85.718	\$1,247,742 \$372,105	\$1,060,197 \$69.891	\$1,253,999 \$126,298	\$849,237 \$95,617	\$1,058,895 \$127,869	\$824,588 \$52,317	\$1,154,054 \$250,157	\$838,478 \$69,255	\$1,277,667 \$289,197	\$805,112 \$69,034
31	Dollar Value of write-off recoveries	\$534,372	\$431,617	\$524.942	\$386,486	\$518,936	\$294,437	\$414,792	\$327,924	\$411,641	\$286,597	\$416,925	\$256,141	\$401,997	\$264,193	\$645,154	\$517,277	\$585,178	\$485,529	\$434.688	\$357,372	\$387,609	\$280,127	\$505,076	\$315,250
31.a	Dollar Value of Residential write-off recoveries	\$508,935	\$423,035	\$500,532	\$371,211	\$486,959	\$282,683	\$345,083	\$301,788	\$389,608	\$273,748	\$393,104	\$237,181	\$384,221	\$248,339	\$568,922	\$479,747	\$450,483	\$430,670	\$403,868	\$340,521	\$358,716	\$268,097	\$473,991	\$294,045
31.b	Dollar Value of Commercial and Industrisal write-off recoveries	\$25,437	\$8,583	\$24,411	\$15,276	\$31,977	\$11,754	\$69,709	\$26,136	\$22,034	\$12,850	\$23,821	\$18,959	\$17,776	\$15,854	\$76,231	\$37,530	\$134,696	\$54,858	\$30,820	\$16,852	\$28,893	\$12,031	\$31,084	\$21,204
32	Dollar value of NET A/R Write-Offs Dollar Value of Residential NET A/R Write-Offs	\$422,940 \$294,253	\$220,927 \$189,822	\$598,040 \$461.080	\$214,571 \$199,455	\$566,102 \$419,478	\$455,004 \$417,389	\$848,611 \$730,180	\$550,602 \$503,333	\$997,963 \$763,380	\$700,944 \$609,743	\$2,081,716 \$1.840.812	\$874,299 \$652,345	\$1,607,554 \$1,418,664	\$1,070,061 \$1.000.197	\$974,693 \$678,819	\$612,811 \$580.450	\$795,118 \$803,516	\$459,325 \$418,567	\$752,076 \$655,028	\$519,533 \$484,067	\$1,016,602 \$795,338	\$627,606 \$570.382	\$1,061,789 \$803,676	\$558,896 \$511,067
32.a 32.b	Dollar Value of Residential NET A/R Write-Offs Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$294,253	\$189,822	\$461,080	\$199,455	\$419,478	\$37,615	\$118,431	\$47,269	\$234,583	\$91,201	\$1,840,812	\$221,954	\$1,418,664	\$69,864	\$295,874	\$32,361	-\$8,398	\$418,567	\$655,028	\$484,067	\$795,338	\$570,382	\$803,676	\$47,829
	Low Income Discount Rate	, ===,00,	,/10 ¥	, 22,200	,	,,	, ,,,,,,,	,,	, ,203	, ,,505	, , , , , ,	, 1.5,501	,,554	, ===,000	, 55,00 +	,,,,, .	. = _,551	+ = , = = =	, .5,, 55	, , , , , ,	, 55, 105	,,	, , , , , , , ,	, ===,===	,,023
33	Number of Low-Income Accounts					35,187	21,380	34,515	21,583			33,443	21,543	33,451	21,466	32,811	19,815	32,808	18,424	31,253	17,947	31,501	17,884	33,157	19,425
33.a 33.b	Number of Accounts (no rider) Number of Accounts (with rider)		-			32,106 3.081	19,071 2,309	31,348 3,167	19,227 2,356			29,887 3,556	18,997 2,546	29,671 3,780	18,783 2,683	29,022 3,789	17,171 2.644	28,852 3,956	15,729 2,695	27,243 4,010	15,256 2.691	27,466 4.035	15,197 2,687	28,899 4,258	16,591 2,834
34	Number of Accounts (with rider) Percent of customers on the low-income discount					3,081	2,309	3,107	2,330			7.7%	2,546 8.9%	-,	2,083 8.6%	7,4%	7.9%	7.4%	7.3%	7.1%	7.1%	7.1%	7.1%	7.5%	7,7%
35	Total receipts			\$3,706,622	\$3,406,169	\$3,448,967	1,692,048	\$2,529,219	\$2,650,417			\$2,939,615	\$568,822	\$2,885,340	\$531,532	\$2,693,917	\$559,320	\$1,957,859	\$411,379	\$2,058,310	\$620,588	\$2,734,193	\$1,207,038	\$2,850,175	\$2,975,964
36	Total receipts paid by LIHEAP	\$140,411	\$638,944	\$276,111	\$794,351	\$382,890	1,908,175	\$131,420	\$2,168,472			\$3,369	\$11,088	\$5,441	\$10,565	\$11,434	\$53,059	\$0	\$8,049	\$10,409	\$77,683	\$47,805	\$0	\$469,602	\$2,157,484
36.a	Total receipts paid by Regular LIHEAP											\$1,520	\$10,995	\$1,820	\$8,650	\$9,940	\$52,270	\$0	\$6,520	\$7,535	\$76,085	\$37,712	\$0	\$350,386	\$2,050,830
36.D 37	Total receipts paid by Crisis LIHEAP Total number of customers receiving a LIHEAP payment for the month	378	1,596	956	2.012	1.348	4.664	395	5.603	370	1.679	\$1,849 10	\$93 27	\$3,621 17	\$1,915 26	\$1,494 35	\$789 143	\$0 0	\$1,529 21	\$2,874 42	\$1,598 205	\$10,093 133	\$0 0	\$119,216 1,750	\$106,654 7,903
38	Total billed	\$2,777,740			\$2,066,762	\$2,121,753	,	\$2,093,141	\$878,134	\$2,732,952	\$626,936	\$3,408,078	\$625,646	\$2,586,311	\$637,525	\$2,063,353	\$747,412	\$2,134,285	\$1,173,074		\$1,035,848	\$3,011,570	\$2,567,352		\$2,168,793
	Delinquency																								
	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after																4.077					0.404	4 700		
39.a	issuance of a bill Number of accounts reported above that have an active DPA											3,897 260	885	4,106 358	975 51	3,678 257	1,077	3,471 191	1,128	2,635 145	1,296	3,184 252	1,730 136	3,257 255	1,557 125
39.b	Number of accounts reported above without an active DPA											3,637	856	3,748	924	3,421	1,027	3,280	1,070	2,490	1,218	2,932	1,594	3,002	1,432
	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days																								
40	after issuance of a bill											\$282,191	\$37,480	\$321,962	\$34,682	\$281,187	\$41,228	\$197,697	\$61,585	\$223,635	\$103,085	\$267,289	\$193,973	\$290,456	\$188,915
40.a 40.b	Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA											\$27,873 \$254,318	\$1,395 \$36,085	\$36,621 \$285,341	\$6,350 \$28,332	\$39,426 \$241,761	\$9,845 \$31,383	\$26,559 \$171,138	\$9,971 \$51,614	\$29,058 \$194,577	\$8,876 \$94,209	\$42,039 \$225,250	\$19,609 \$174,364	\$45,354 \$245,102	\$20,052 \$168,864
10.5	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after											\$23 i,526	\$50,005	Ų203)S 11	Ģ20,332	Ų2.11,701	\$31,303	Ų1/1/100	ψ31,011	\$13 i,577	ψ3 1, <u>2</u> 03	Ų223,230	\$17 I,50 I	ŲL 13,10L	Ģ100,00 i
41	issuance of a bill			2,644	2,004	1,926	1,342	1,796	1,087			1,612	625	2,111	583	2,262	521	2,308	657	1,898	722	3,064	1,759	1,912	1,154
41.a	Number of accounts reported above that have an active DPA											373	105	582	89 494	586	77 444	454	100 557	293	90	260	152	367	175
41.b	Number of accounts reported above without an active DPA Dollar Value of low-income delinguent accounts with oldest arrears aged 60-89 Days											1,239	520	1,529	494	1,676	444	1,854	557	1,605	632	2,804	1,607	1,545	979
42	after issuance of a bill			\$867,611	\$889,461	\$509,837	\$434,248	\$441,441	\$259,991			\$289,223	\$59,566	\$368,888	\$47,036	\$391,755	\$48,077	\$349,622	\$57,189	\$301,815	\$106,256	\$243,814	\$184,793	\$400,417	\$351,183
42.a	Dollar value of accounts reported above that have an active DPA											\$94,901	\$16,175	\$136,913	\$11,178	\$139,903	\$16,341	\$95,141	\$17,555	\$73,691	\$30,020	\$42,204	\$21,049	\$93,470	\$68,963
42.b	Dollar value of accounts reported above without an active DPA											\$194,322	\$43,392	\$231,975	\$35,858	\$251,852	\$31,736	\$254,481	\$39,634	\$228,124	\$76,236	\$201,610	\$163,745	\$306,947	\$282,219
43	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill			13,503	9,227	10,824	7,350	10,589	6,363			9.663	6.337	9,591	6,335	9,718	5,699	10,179	5,279	9,980	5.189	11.687	6,009	10.019	4,853
43.a	Number of accounts reported above that have an active DPA			13,303	JILLI	10,024	,,330	10,303	0,505			4,479	2,561	5,039	2,763	5,092	2,438	4,679	1,954	3,301	1,275	3,506	1,251	2,834	897
43.b	Number of accounts reported above without an active DPA											5,184	3,776	4,552	3,572	4,626	3,261	5,500	3,325	6,679	3,914	8,181	4,758	7,185	3,956
1,,	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after			¢17.057.200 Å	12 700 402	¢14.001.550	0.700.000	¢12 F04 044	Ć7 005 040			Ć11 F24 420	¢c 022 027	¢11 747 762	¢c can 425	Ć11 704 0C0	ćE 022 E24	ć11 727 000	ĆE 405 415	¢10.050.404	ćE 200 04=	¢11 C40 077	ćE 022 242	¢11 010 070	ĆC OFO COO
44 44.a	issuance of a bill Dollar value of accounts reported above that have an active DPA			\$17,657,398 \$1	12,709,183	\$14,U&1,558 S	055,001,60	\$15,504,944	\$1,985,918				\$6,823,827	\$11,747,762 \$5,199,909	\$6,638,426	\$11,734,968			\$5,405,445		\$5,298,847 \$1,274,044	\$11,640,877 \$3,150,809	\$5,822,248	\$11,916,976 \$2,856,930	\$6,050,683
44.b	Dollar value of accounts reported above without an active DPA												\$4,452,349		\$4,179,281	\$6,539,319		\$7,185,224			\$4,024,803		\$4,538,436		
45	Total Number of low-income delinquent accounts			20,301	13,424	15,902	10,087	15,061	8,396			15,172	7,847	15,808	7,893	15,658	7,297	15,958	7,064	14,513	7,207	17,935	9,498	15,188	7,564
45.a	Number of accounts reported above that have an active DPA											5,112	2,695		2,903	5,935	2,565	5,324	2,112	3,739	1,443	4,018	1,539	3,456	1,197
45.b 46	Number of accounts reported above without an active DPA Total Dollar Value of low-income delinguent accounts			\$19,373,500 \$1	14.233.055	\$15.074.728 \$1	10.451 746	\$14,349 798	\$8,363,903			10,060 \$12,105,545	5,152 \$6,920,873	9,829 \$12,438,613	4,990 \$6.720.144	9,723 \$12,407,910	4,732 \$6.011.839	10,634 \$12,285,218	4,952 \$5,524,219	10,774 \$11,483,851	5,764 \$5,508,187	13,917 \$12,151,981	7,959 \$6,201,014	11,732 \$12,607,849	6,367 \$6,590,780
46.a	Dollar value of accounts reported above that have an active DPA			,,,	.,_33,333	,,., ,,,20 9:	., .52,740	, = .,5 .5,7 50	, 2,303,303				\$2,389,047	\$5,373,443		\$5,374,978		\$4,674,375			\$1,312,940		\$1,324,470	\$2,995,755	
46.b	Dollar value of accounts reported above without an active DPA											\$7,359,599		\$7,065,170		\$7,032,933		\$7,610,843		\$8,232,234		\$8,916,928	\$4,876,544	\$9,612,094	
4=	Shut-Offs			F 670	4.007	F 040	F 000		2.52			4.000	2.00:		0.00		0.50			200		40.5		245	20-
47	Number of low-income Accounts Sent Notice of Disconnection Number of low-income Service Disconnections for Non-Payment			5,673 31	4,834	5,919 511	5,066	4,023 463	3,621			4,235 367	2,881	4,667 314	2,763	4,921 259	2,582 40	94	61	209	98	436	217	217 0	388
40	Ratio of low-income service disconnections for nonpayment to total low-income			21	- 4	311	33	403	5/			307	41	314	52	233	40	U	U	Ů.	U	U	U	U	0
49	Residential Customers					1.5%	0.2%	1.3%	0.2%			1.1%	0.2%	0.9%	0.2%	0.8%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Restorations																								
50	Number of low-income Service Restorations for non-payment			30	4	511	27	736	52			354	31	274	24	224	25	0	0	0	0	0	0	0	0
21	Average duration of low-income service disconnection for restored accounts Write-Off											1	3	1	4	1	4	0	0	0	0	0	0	0	0
52	Number of low-income accounts Classified as Written-Off	161	98	158	170	172	108	190	125	178	99	250	114	294	158	239	182	210	193	117	66	212	149	221	141
53	Dollar Value of low income accounts classified as written-off	\$171,480	\$124,884	\$217,242	\$132,883	\$212,332	\$125,113	\$256,799	\$185,581	\$203,458	\$116,414	\$435,958	\$141,494	\$471,188	\$245,063	\$314,161	\$221,797	\$304,633	\$186,625	\$221,451	\$153,002	\$227,619	\$156,739	\$352,771	\$171,090
54	Dollar Value of low-income write-off recoveries	\$119,127	\$98,883	\$110,866	\$71,942	\$134,578	\$62,268	\$77,581	\$74,147	\$104,477	\$57,881	\$84,984	\$43,797	\$109,712	\$42,305	\$126,105	\$97,086	\$96,776	\$94,249	\$80,007	\$62,634	\$106,920	\$50,808	\$98,214	\$38,330
55	Dollar value of NET low-income A/R Write-Offs	\$52,353	\$26,002	\$106,376	\$60,941	\$77,754	\$62,845	\$179,218	\$111,434	\$98,982	\$58,533	\$350,974	\$97,697	\$361,475	\$202,757	\$188,056	\$124,711	\$207,858	\$92,376	\$141,444	\$90,368	\$120,700	\$105,931	\$254,557	\$132,760

	Mar-	19	Apr-	19	May	-19	Jun-	19	Jul-1	19	Aug-	19	Sep-1	.9	Oct-19)	Nov-1	19	Dec-1	9	Jan-2	20	Feb-2	20
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
Arrearage Management Program																								
Number of Accounts (total enrollees in the program)	1,997	1,158	2,138	1,322	2,598	1,685	2,697	1,761	2,746	1,748	2,764	1,686	2,748	1,580	2,593	1,433	2,347	1,261	2,138	1,147	2,011	1,078	1,867	999
57 Percent of low-income customers enrolled on the AMP					7.4%	7.9%	7.8%	8.2%			8.3%	7.8%	8.2%	7.4%	7.9%	7.2%	7.2%	6.8%	6.8%	6.4%	6.4%	6.0%	5.6%	5.1%
58 Total receipts paid by enrollees	\$229,161	\$95,243	\$227,349	\$106,699	\$280,657	\$113,855	\$168,156	\$118,481	\$303,196	\$133,745	\$289,996	\$112,618	\$276,876	\$97,309	\$262,582	\$100,893	\$219,383	\$72,799	\$222,847	\$74,793	\$200,070	\$61,467	\$179,985	\$59,886
59 Total receipts paid by LIHEAP	\$11,026	\$12,905	\$32,047	\$133,191	\$102,149	\$66,851	\$37,028	\$463,190	\$37,897	\$154,168	\$3,569	\$2,410	\$668	\$1,630	\$6,934	\$29,049	\$0	\$3,709	\$2,110	\$11,530	\$36,213	\$25,870	\$74,091	\$253,815
Total billed to program participants, includes both arrears payment and current bill											\$881,315	\$407,968	\$812,028	\$368,499	\$716,350	\$297,268	\$557,167	\$231,332	\$425,213	\$156,771	\$319,584	\$122,285	\$333,394	\$121,349
61 Number of newly enrolled customers	235	172	356	270	802	580	435	307	347	215	356	199	313	127	298	146	176	81	128	54	163	81	164	73
61.a Number of newly enrolled customers: not associated with service restoration											328	196	287	127	279	146	176	81	128	54	163	81	164	73
61.b Number of newly enrolled customers: associated with service restoration											28	3	26	0	19	0	0	0	0	0	0	0	0	0
62 Number of customers exited the program	216	116	240	109	264	147	214	115	294	177	284	182	309	242	400	257	295	183	360	194	285	136	249	102
62.a Number of customers exited the program by default	177	102	189	96	197	124	142	93	205	151	195	159	222	213	314	230	246	166	309	177	246	123	215	90
62.b Number of customers exited the program by cancellation	39	14	51	13	67	23	72	22	89	26	89	23	87	29	86	27	49	17	51	17	39	13	34	12
63 Number of customers successfully completing a 12-month program	11	5	5	1	136	85	109	82	70	57	63	27	71	17	84	25	48	16	40	10	35	22	41	34
Number of customers successfully completing a 12-month program with remaining																								
63.a arrears											62	27	71	17	84	25	48	16	40	10	35	22	41	34
Number of customers that have fully completed the program with full pay-down to zero																								
63.b arrears											1	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after																								
64 issuance of a bill			2,283	1,387	2,453	1,525	2,473	1,428			2,290	1,229	2,435	1,210	2,373	1,110	2,240	980	1,823	755	1,875	834	1,586	666
Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days			\$3,526,666	\$2,095,396	\$3,793,675	\$2,244,409	\$3,773,419	\$1,967,130			\$3,507,090	\$1,624,371	\$3,710,347	\$1,600,019	\$3,445,090	\$1,486,300	\$3,146,234	\$1,366,937	\$2,527,992	\$1,140,121	\$2,510,229	\$1,225,429	\$2,264,291	\$1,115,584
66 Number of AMP program participants receiving LIHEAP	14	17	43	186	132	84	46	564	50	195	5	3	1	2	9	38	0	5	3	16	39	33	89	306
67 Percent of AMP customers receiving LIHEAP payments	0.7%	1.5%	2.0%	14.1%	5.1%	5.0%	1.7%	32.0%	1.8%	11.2%	0.2%	0.2%	0.0%	0.1%	0.3%	2.7%	0.0%	0.4%	0.1%	1.4%	1.9%	3.1%	4.8%	30.6%

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.

Joanne M. Scanlon

April 24, 2020
Date

National Grid Docket No. 4770 (Rate Application) & Docket No. 4780 (PST) Combined Service list updated 4/23/2020

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